



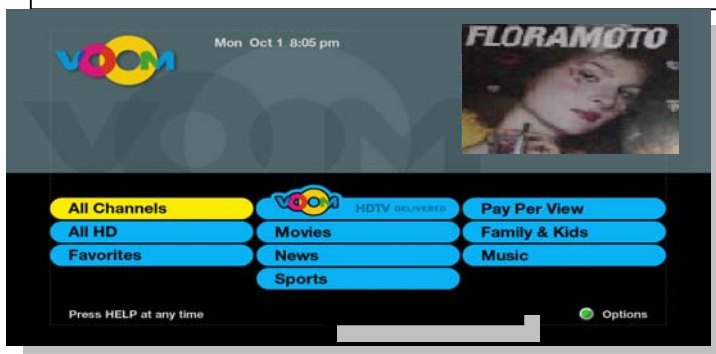
DSR 550 Satellite Receiver

Download Installation Manual

To Be Used with Initial Production Units ONLY

Note: Screen content displayed in this manual will vary. This depicts a beta version of the firmware, and does not represent the final look and feel of the product.

22 October 2003



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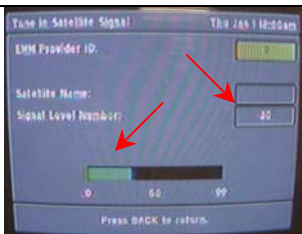
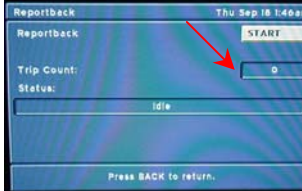
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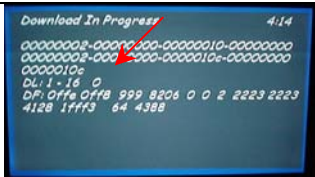


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This Motorola document is intended to assist an installer on installation, download, and activation process for the DSR550 satellite receiver set-top box (STB).

Record STB unit address	☐	Please record the STB unit address (UA) located on the label on the rear panel of the STB. It is in the format: 000-XXXXX-XXXXX-XXX. This is required for authorization later in the process.	
	✓	U/A: 000 - _____ - _____ - _____	
Initial Assumptions	☐	Outdoor electronics are installed and peaked at the Rainbow 1 satellite. Antenna and diplexor are properly wired to STB.	
	☐	STB is wired to television via RCA or remod outputs for installation process only.	
	☐	HD Component connections should be wired for Final Configuration.	
Plug in STB	☐	The STB will require less than 1 minute to fully power up. When the power up is completed, a <i>Setup Options</i> screen will appear.	
Verify Smartcard	☐	Open up the smartcard front panel on the STB to verify that the smartcard is in place. If no smartcard is present, please notify Installs, Inc. of missing smartcard. A missing smartcard will prevent video from being viewed.	
Tune Satellite	☐	From the Setup Options screen menu, use the remote control unit (RCU) to select option 4. Direct Tune to 255 .	
Verify DCII Signal	☐	Wait about 1 minute. A green satellite dish icon will appear on the STB front panel display. This indicates that you have acquired the correct Rainbow 1 signal are ready to receive authorization. If the icon remains red, it indicates a problem with antenna dish pointing angle, or the wiring between the antenna electronics and the STB.	
	☐	If the green satellite dish icon does not appear, you can	

		verify that your signal strength is at an acceptable level by pressing option 2. Installer Setup , then option 1. Tune Satellite Signal .	
	☐	The Signal Level Number should be about 30. The signal strength meter bar should be green as well. Press the <i>back</i> key on the RCU to get back to the Setup Options screen.	
View Status Screen	☐	The STB is now ready to be authorized. Please pull up the following screen to monitor the authorization process. <i>Note: If you have already received trips on a prior installation, the receiver may go directly to cycling the 'Light Pipes' in the Download Operation step. If so, go to the Download Operation step.</i> Select Option 2. Installer Setup. Selection Option 2. Reportback.	
	☐	The following menu will appear. The Trip Count field should be zero (0). After authorization (see step below), this field will increment indicating successful authorization.	
Getting Activated	☐	Call the VoOm Call Center: (866) 522-8666 and tell the ICOMs operator that you wish to have a Cablevision VoOm unit activated. Provide the VoOm account number from your workorder. The VoOm account number is the only information you should provide to the VoOm CSR to look up the customer. Ask them to authorize and have a “refresh” (instant trip) sent to the unit. Provide the serial number to the operator, and request that they send multiple trips . Keep the operator on the phone until the next step is completed.	
	☐	After a few seconds, the Trip Count field will increment, the TV screen will go black, and the STB front panel amber “light pipes” will begin to cycle/flash.	
		If the Trip Counter field does not increment, and the TV does not go black, the STB has not received the authorization messages. Verify the correct unit address has been recorded by looking at the rear panel label again. Verify that the operator has used that exact U/A when creating and authorizing the unit. Ask the operator if they have authorized the unit with the correct tiers and channel map.	

Download Operation	☐	After the front panel amber “light pipes” have been blinking for about 1 minute, <i>pull the plug</i> and power cycle the STB.	
	☐	The “Download In Progress” screen will automatically appear on the channel ¾ or the Composite Input on the TV. The download screen is not visible on the Component Input on the TV. The row that starts with DL: shows how far along the download is. The last number in that row will count down to zero (0) as the download files are received. The download should take less than 20 minutes to complete. There is a timer in the top right corner that should continue to move. If the timer stops, wait a few minutes. If the timer does not start to move again, call for assistance.	
	☐	After the download is complete, the TV screen will go black, and the STB front panel amber “light pipes” will begin to cycle/flash. <i>Wait about 2 minutes for this operation to complete.</i> Note: Download files are delivered over the satellite in a carousel manner. If the STB misses a file due to bad weather, poor dish alignment, or some other anomaly, the unit will have to wait until another pass of that file is delivered over the satellite.	
VoOm!	☐	After 2 minutes, the unit should automatically reboot, and you should be watching TV! If after 3 minutes, the “light pipes” are still flashing, <i>pull the plug to reboot the STB.</i>	
		Congratulations, download and initial activation is complete! The STB video outputs may now be connected to any of the standard definition or high definition TV or home theatre video components in the homeowners system. The video mode button may have to be pressed to match the output mode of the viewing device. Once this is set, it should not have to be set again. The lightbars (from top to bottom) indicate the following video modes: 1080i, 720p, 480p, 480i).	